

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

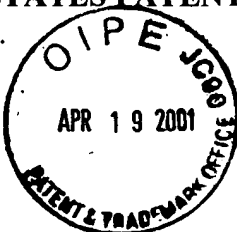
Applicant(s): BRADLEY, et al.

Group Art Unit: 2183

Application No.: 09/727,567

Examiner: Not Yet Assigned

Filed: November 30, 2000



Title: TIME-BASED MONITORING OF SERVICE
LEVEL AGREEMENTS

RESPONSE TO NOTICE TO FILE MISSING PARTS OF APPLICATION

Box Missing Parts
Commissioner for Patents
Washington, D.C. 20231

Sir:

This is in response to a Notice to File Missing Parts of Application under 37 CFR 1.53(f). Enclosed is a copy of said Notice and the following documents and fees to complete the filing requirements of the above-identified application.

(X) Executed Declaration and Power of Attorney. The above-identified application is the same application which the inventor executed by signing the enclosed declaration.

(X) Statutory basic filing fee (X) Utility \$710.00 () Design

(X) Additional claim fees of \$80.00

(X) Missing Parts Surcharge = \$130.00

(X) 16 sheets of substitute drawings in compliance with 37 CFR 1.84.

() Extension of Time Request for reply to Notice of Missing Parts is requested.

() one month = \$110.00

() two months = \$380.00

Throughout the pendency of this application, please charge any additional fees, including any required extension of time fees, and credit all overpayments to deposit account 50-1302. A duplicate of this sheet is enclosed.

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Box Missing Parts, Commissioner for Patents, Washington, D.C. 20231.

Date of Deposit: April 17, 2001

Typed Name: Tirenna Say

Signature: Tirenna Say

Respectfully submitted,

By Carl L. Brandt

Carl L. Brandt

Reg. No. 44,555

Date: April 17, 2001

Telephone No.: (408) 414-1210

Hickman Palermo Truong & Becker, LLP

1600 Willow Street

San Jose, California 95125-5106



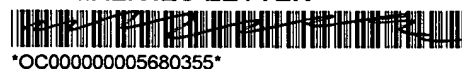
UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS
UNITED STATES PATENT AND TRADEMARK OFFICE
WASHINGTON, D.C. 20231
www.uspto.gov

APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/727,567	11/30/2000	Karen Bradley	50325-0504

CONFIRMATION NO. 6744

FORMALITIES LETTER



OC000000005680355

Hickman Palermo Truong & Becker, LLP
1600 Willow Street
San Jose, CA 95125-5106



Date Mailed: 02/21/2001

NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION

FILED UNDER 37 CFR 1.53(b)

Filing Date Granted

An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given TWO MONTHS from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

- The statutory basic filing fee is missing.
Applicant must submit \$ 710 to complete the basic filing fee and/or file a small entity statement claiming such status (37 CFR 1.27).
- Total additional claim fee(s) for this application is \$80.
 - \$80 for 1 independent claims over 3 .
- The oath or declaration is unsigned.
- To avoid abandonment, a late filing fee or oath or declaration surcharge as set forth in 37 CFR 1.16(e) of \$130 for a non-small entity, must be submitted with the missing items identified in this letter.
- The balance due by applicant is \$ 920.

The application is informal since it does not comply with the regulations for the reason(s) indicated below. Applicant is given TWO MONTHS from the date of this Notice within which to correct the informalities indicated below.

The required item(s) identified below must be timely submitted to avoid abandonment:

- Substitute drawings in compliance with 37 CFR 1.84 because:
 - drawing sheets do not have the appropriate margin(s) (see 37 CFR 1.84(g)). Each sheet must include a top margin of at least 2.5 cm. (1 inch), a left side margin of at least 2.5 cm. (1 inch), a right side margin of at least 1.5 cm. (5/8 inch), and a bottom margin of at least 1.0 cm. (3/8 inch);

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130.00 00
80.00 00

01 FC:101
02 FC:105
03 FC:102

A copy of this notice MUST be returned with the reply.



Customer Service Center

Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE